

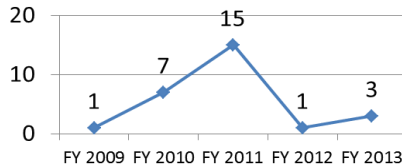
# Department of Technology Services



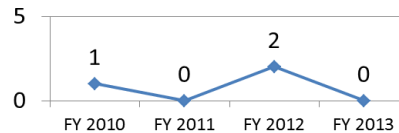
## DAS CUSTOMER SERVICES SUMMARY FOR FY 2012-2013

### Administrative Rules

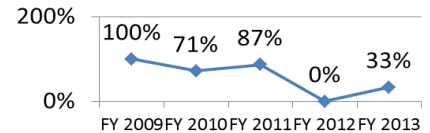
**Rule Filings Submitted**



**Number of Staff Attending Rules Training**

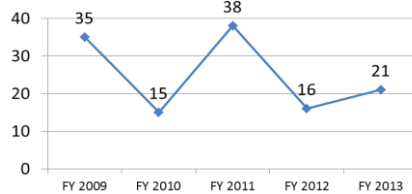


**Filings with Issues as % of Total Filings**

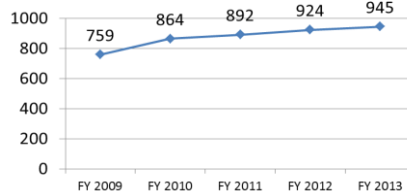


### Archives and Records Service

**Agency Consultations/Trainings**



**Volume of Records at Records Center**



### Facilities Construction & Management

	FY 2012	FY 2013
Average cost per non-office square foot (leases)	\$ 0.11	\$ 0.11
Average cost per non-square foot (operations & maintenance)	\$ 3.31	\$ 3.31

*\*No Capital Improvements Projects*

### Finance

	FY 2013
Post-Audit Error Rate*	2.75%
Receivables collected by the Office of State Debt Collection	\$ 11,822.97
P-card Dollars Spent**	\$ 5,942,802

*\*State Average: 3.59%*

*\*\* % of State P-card spend: 30.01%*

### Fleet

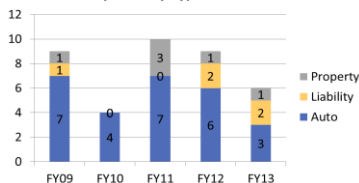
	FY 2012	FY 2013
Count of vehicles	34	34
Total miles traveled	500,353	510,523
Underutilized vehicles (mileage below the bottom quartile)	8	5
Annual lease savings from Fleet Operations	\$ 43,656	\$ 43,656

### Purchasing and General Services

	FY 2012	FY 2013
Use of State Contracts	\$ 33,498,181	\$ 25,687,995
Pieces of Mail Processed	2,415	1,235
Number of Surplus Items	1,568	265

### Risk Management

**Auto Property & Liability Claims Opened By Type FY09-FY13**



**Workers Comp Claim Costs**



**Loss Control Activities FY12-FY13**

